

# CASE STUDY: Oseltamivir Phosphate Staff Supply

## Client Profiles

### Trillium Health Partners

Credit Valley Hospital  
Mississauga Hospital  
Queensway Health Centre



**10,000**

**employees**  
(total)



**1,306**

**beds**  
(total)

### Kingston Health Services

Kingston Health Sciences  
Hotel Dieu Hospital



**3,300**

**employees**  
(total)



**665**

**beds**  
(total)

## Member Needs and Challenges

- Imminent expiry of existing oseltamivir phosphate (commonly referred to by the brand name Tamiflu) stockpile for staff, physicians, and volunteers during a pandemic flu outbreak
- Because these are one-time large purchases with significant budget impact, hospitals are required to conduct a competitive process
- Immediate need to source a replacement oseltamivir phosphate stockpile
- Time/effort required of pharmacy and purchasing staff to create and manage an oseltamivir phosphate contract
- Inability to negotiate the best-value contract due to local versus national volumes

## HealthPRO Solution

HealthPRO's team of pharmacists and supply chain professionals crafted a customized RFP to address unique issues including product expiry and storage, as well as budget constraints and market availability. The result was a signature contract for oseltamivir phosphate with two leading suppliers for Trillium Health Partners and Kingston Health Sciences Centre.

## Key Benefits/Results

- Expired oseltamivir phosphate stockpile is replaced
- Immediate access to affordable and available oseltamivir phosphate stockpile
- Less time and effort required of pharmacy and purchasing staff when HealthPRO creates, negotiates and manages the oseltamivir phosphate contract
- Better value and terms when negotiating a large-volume contract

The expiry of any healthcare organization's oseltamivir phosphate stockpile is inevitable, and that's the best possible scenario because it means that during its lifecycle, the local population did not face a flu pandemic.

In Ontario, Trillium Health Partners' (THP), Director of Pharmacy, Allan Mills, and Veronique Briggs, Director, Pharmacy Services, Kingston Health Sciences Centre (KHSC) recently found their organizations in that very position. They knew they had to take immediate action to protect staff in the event of a future flu pandemic to ensure they were healthy and able to care for the patients that depend on them.

"An onsite medication stockpile is an integral part of our local strategy for managing a pandemic at our hospitals and, has been for almost a decade, because we know the time between the first identification to the significant event is typically relatively short and insufficient to source and coordinate the necessary supplies," says Mills. "Ideally, we'd buy it only when it's needed, but if there is a true worldwide pandemic, the stockpile is the only way to guarantee we have it at hand."

At KHSC, the stockpile was set to expire midwinter – at the very height of flu season – which meant Briggs had to secure a new supply as soon as possible.

KHSC had already launched its own RFP process, but turned the RFP over to HealthPRO the moment that the option became available in an effort to save resources.

"HealthPRO was able to leverage its buying power and save me the additional time, stress and effort that would have been required to put together the final contracts, so I knew I was right to hand it off to their team," says Briggs. "This is exactly what HealthPRO was created to do and that's where their primary value lies."

THP knew it needed a competitive process that ensured the best possible value when approaching multiple manufacturers and delivered the absolute transparency governing bodies demand. Mills opted for a HealthPRO contract because he knew they had the vital pharmaceutical expertise and that their national scope maximizes the volumes and subsequently, their negotiating power and leverage.

**"We benefitted from the collective wisdom of HealthPRO's pharmaceutical team and their RFP and contract negotiating systems. Normally, we'd have two to three people working on a contract like this, typically a mix of pharmacy and procurement, who would devote up to 25% of their time to it, depending on what stage we were at."**

– Allan Mills, Director of Pharmacy,  
Trillium Health Partners



"We benefitted from the collective wisdom of HealthPRO's pharmaceutical team as well as their RFP and contract negotiating systems," says Mills. "Normally, we'd have two to three people working on a contract like this, typically a mix of pharmacy and procurement, who would devote up to 25% of their time to it, depending on what stage we were at."

HealthPRO did the research, issued the RFP, validated and scored the supplier responses, as well as initiated and managed any communications with suppliers.

"We gained a solid, definable process that we knew was compliant," says Mills. "It also delivered real value which was highly relevant given the dollars we'd be spending. Based on the information available to us, we're assured the contract actually delivered prices that were significantly below list."

As a result of the oseltamivir phosphate contract, THP and its staff can rest assured they've taken every one of the prudent steps required to protect staff during an outbreak situation.

"Thanks to HealthPRO, our organization, our healthcare providers and our patients are secure, and we've averted the significant corporate risk and public relations challenge we would face if we didn't have oseltamivir phosphate on hand in the event of a pandemic," says Mills.

Peace of mind and public image are vital when managing the health and availability of the healthcare workers and medical staff that patients depend on. As a result of the HealthPRO contract, both Briggs and Mills and their respective teams know that in the case of a flu pandemic, at a moment's notice, the medication is on-site and at hand.

**"HealthPRO was able to leverage its buying power and save me the additional time and effort that would have been required to put together the final contracts, so I knew I was right to hand it of to their team. This is exactly what HealthPRO was created to do and that's where their primary value lies."**

– Veronique Briggs,  
Director of Pharmacy Services,  
Kingston Health Sciences Centre



**HEALTHPRO**

**HealthPRO is Canada's group contracting provider for healthcare.**

We put decades of knowledge and the purchasing volumes of more than 1,300 member healthcare facilities across Canada to work. Our members count on us to reduce the cost of products and services they use, improve patient safety, help maintain assurance of supply and pursue new ideas and innovations. The outcome is unprecedented buying power and market influence for Canadian healthcare facilities.

**CONTACT US**

[www.healthprocanada.com](http://www.healthprocanada.com)

E: [mail@healthprocanada.com](mailto:mail@healthprocanada.com)

T: 905-568-3478